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(54) PRODUCT DEFINITION
IN CUSTOMER SERVICE
PROCESSING SYSTEM

(57) Abstract:

 Abstract

PROBLEM TO BE SOLVED: To reduce the cost for realizing a new product or product function by speedily introducing the new product or speedily introducing the function change of an existent product.

SOLUTION: In the product definition method and system in a client service processing system, a computing system is provided with plural client work stations 20 connected to plural servers and plural databases through a LAN 50. Meta-data products 100 and 201 are defined in the computing system 10. Respective products are plural actions 202 and are composed of plural product functions 204 and supply tasks 205. Such a product is prepared within 'definition time' and exists only as meta-data. At 'run time', real data are instantiated so that customer attributes are arranged in the product functions 204 and the product tasks 205.

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